

# Appreciative Inquiry

Sample



## Corporate Training Materials

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### United States

**73 Greentree Drive, Box #68**

**Dover, Delaware 19904**

**Toll-free: 1-877-610-3660**

**Fax: 1-877-610-3661**

[sales@corporatetrainingmaterials.com](mailto:sales@corporatetrainingmaterials.com)

### International

**116 Provost Street**

**New Glasgow, NS, Canada**

**Phone: 001-902-695-3660**

**Fax: 001-902-695-3661**

[sales@corporatetrainingmaterials.com](mailto:sales@corporatetrainingmaterials.com)

Any technical issues or questions can be addressed by our support team

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# Preface

## What is Courseware?



Welcome to Corporate Training Materials, a completely new training experience!

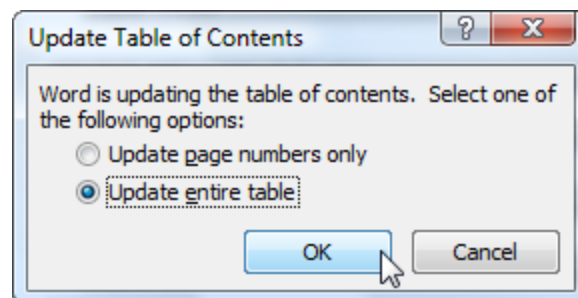
Our courseware packages offer you top-quality training materials that are customizable, user-friendly, educational, and fun. We provide your materials, materials for the student, PowerPoint slides, and a take-home reference sheet for the student. You simply need to prepare and train!

Best of all, our courseware packages are created in Microsoft Office and can be opened using any version of Word and PowerPoint. (Most other word processing and presentation programs support these formats, too.) This means that you can customize the content, add your logo, change the color scheme, and easily print and e-mail training materials.

## How Do I Customize My Course?

Customizing your course is easy. To edit text, just click and type as you would with any document. This is particularly convenient if you want to add customized statistics for your region, special examples for your participants' industry, or additional information. You can, of course, also use all of your word processor's other features, including text formatting and editing tools (such as cutting and pasting).

To remove modules, simply select the text and press Delete on your keyboard. Then, navigate to the Table of Contents, right-click, and click Update Field. You may see a dialog box; if so, click "Update entire table" and press OK.

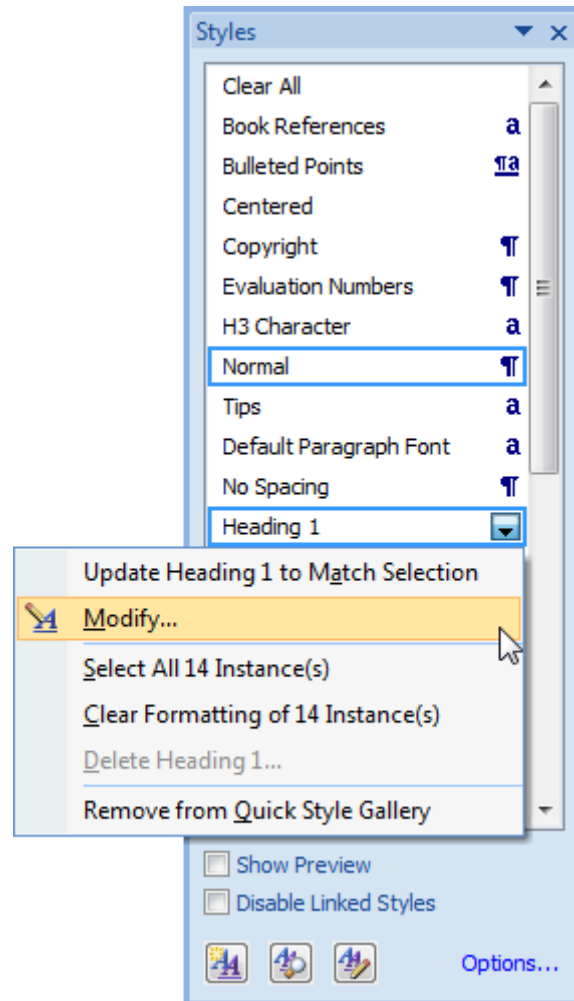


(You will also want to perform this step if you add modules or move them around.)

If you want to change the way text looks, you can format any piece of text any way you want. However, to make it easy, we have used styles so that you can update all the text at once.

If you are using Word 97 to 2003, start by clicking the Format menu followed by Styles and Formatting. In Word 2007 and 2010 under the Home tab, right-click on your chosen style and click Modify. That will then produce the Modify Style options window where you can set your preferred style options.

For example, if we wanted to change our Heading 1 style, used for Module Titles, this is what we would do:



Now, we can change our formatting and it will apply to all the headings in the document.

For more information on making Word work for you, please refer to [Word 2007 or 2010 Essentials](#) by Corporate Training Materials.

## Materials Required

All of our courses use flip chart paper and markers extensively. (If you prefer, you can use a whiteboard or chalkboard instead.)

We recommend that each participant have a copy of the Training Manual, and that you review each module before training to ensure you have any special materials required. Worksheets and handouts are included within a separate activities folder and can be reproduced and used where indicated. If you would like to save paper, these worksheets are easily transferrable to a flip chart paper format, instead of having individual worksheets.

We recommend these additional materials for all workshops:

- Laptop with projector, for PowerPoint slides
- Quick Reference Sheets for students to take home
- Timer or watch (separate from your laptop)
- Masking tape
- Blank paper

## Maximizing Your Training Power

We have just one more thing for you before you get started. Our company is built for trainers, by trainers, so we thought we would share some of our tips with you, to help you create an engaging, unforgettable experience for your participants.

- **Make it customized.** By tailoring each course to your participants, you will find that your results will increase a thousand-fold.

Use examples, case studies, and stories that are relevant to the group.

Identify whether your participants are strangers or whether they work together. Tailor your approach appropriately.

Different people learn in different ways, so use different types of activities to balance it all out. (For example, some people learn by reading, while others learn by talking about it, while still others need a hands-on approach. For more information, we suggest [Experiential Learning](#) by David Kolb.)

- **Make it fun and interactive.** Most people do not enjoy sitting and listening to someone else talk for hours at a time. Make use of the tips in this book and your own experience to keep your participants engaged. Mix up the activities to include individual work, small group work, large group discussions, and mini-lectures.
- **Make it relevant.** Participants are much more receptive to learning if they understand why they are learning it and how they can apply it in their daily lives. Most importantly, they want to know how it will benefit them and make their lives easier. Take every opportunity to tie what you are teaching back to real life.
- **Keep an open mind.** Many trainers find that they learn something each time they teach a workshop. If you go into a training session with that attitude, you will find that there can be an amazing two-way flow of information between the trainer and trainees. Enjoy it, learn from it, and make the most of it in your workshops.

And now, time for the training!

## **Icebreakers**

Each course is provided with a wide range of interactive Icebreakers. The trainer can utilize an Icebreaker to help facilitate the beginning of the course, as it helps “break the ice” with the participants. If the participants are new to each other, an icebreaker is a great way to introduce everyone to each other. If the participants all know each other it can still help loosen up the room and begin the training session on positive note. Below you will see one of the icebreakers that can be utilized from the Icebreakers folder.

## **Icebreaker: Friends Indeed**

### **Purpose**

Have the participants moving around and help to make introductions to each other.

### **Materials Required**

- Name card for each person
- Markers

### **Preparation**

Have participants fill out their name card. Then, ask participants to stand in a circle, shoulder to shoulder. They should place their name card at their feet. Then they can take a step back. You as the facilitator should take the place in the center of the circle.

### **Activity**

Explain that there is one less place than people in the group, as you are in the middle and will be participating. You will call out a statement that applies to you, and anyone to whom that statement applies must find another place in the circle.

Examples:

- Friends who have cats at home
- Friends who are wearing blue
- Friends who don't like ice cream

The odd person out must stand in the center and make a statement.

The rules:

- You cannot move immediately to your left or right, or back to your place.
- Let's be adults: no kicking, punching, body-checking, etc.

Play a few rounds until everyone has had a chance to move around.

## **Training Manual Sample**

On the following pages is a sample module from our Training Manual. Each of our courses contains twelve modules with three to five lessons per module. It is in the same format and contains the same material as the Instructor Guide, which is the shown after the Training Manual sample, but does not contain the Lesson Plans box which assists the trainer during facilitation.

The Training Manual can be easily updated, edited, or customized to add your business name and company logo or that of your clients. It provides each participant with a copy of the material where they can follow along with the instructor.



*If you don't like something,  
change it. If you can't change it,  
change the way you think about  
it.*

***Mary Engelbreit***

### **Sample Module: Creating a Positive Core**



If we want others around us to be positive and confident, then we have to create it within ourselves first. This can mean first focusing on yourself and your positive core and then creating a positive core among your employees. Building a strong core in yourself ensures that you can have the confidence you need to complete any job. Having a strong, positive core among employees ensures that coworkers can work together and still maintain their own confidence. A strong core can stick together despite rough problems that may arise.

## Strengths



Identifying our strengths can give us an instant confidence boost because it reminds ourselves of things we can do that are really great. But sometimes when we don't notice our strengths right away, we assume that we don't have any, or worse, downplay the ones we do have. A common exercise to find our strengths includes making a list of everything that we are good at. Review this list several times and remember a time when you had to use each attribute. Keep this list nearby to always remind yourself of them and remain confident.

Tips for finding strengths:

- Analyze how you handle situations
- Determine what your desires are and how you go after them
- Examine the ways you solve problems

## Best Practices



Sometime the term 'best practices' can seem confusing if we don't attach them to something. In Appreciative Inquiry, best practices refer to the practices that work best for you and what work best for the company. What practices make you the most confident and positive? What practices make you feel successful when you finish them? What practices improve employee morale and progress? Remember that these practices can be individualized to each person, so what works for one person may not work for another.

Tips:

- What practices make you feel as though you've accomplished something?
- What practices boost your confidence?
- What practices make you feel positive about the end result?

## Peak Experiences



Peak experiences are commonly defined as moments in which we feel the highest levels of happiness and possibility. They can happen in everyday situations or during extreme events in our lives. They can happen when we accomplish a new goal or finish a long project. The key is to remember how they made us feel and made us feel positive and confident. While they are not necessarily an 'ah-ha' moment in our lives, peak experiences can help us notice key moments in our lives and how we felt when we experienced them. Keeping these memories with you at all times will ensure that you can always receive a lift of positivity when we need it.

## Successes



Sometimes personal modesty can keep us from seeing our own successes, which can keep us from feeling fully confident or self-assured. Our past successes are often viewed as our roots, or the areas that we started from and built upon to progress forward. We often forget to use these successes to remind us what it took to get us to our personal level of achievements. But when we relive these successes, it can remind us that we can overcome almost anything and can feel ultimately better about ourselves. When we feel more confident in ourselves and our success, it can reduce our stress and serves as an anchor for positivity.

Remembering successes:

- Keep a visual reminder, such as a trophy or chart.
- Review these successes in your head constantly
- Talk about successes with friends and learn from each other

## Case Study



Robert was feeling depressed after his last presentation. He felt as though he didn't do as great of a job as he normally does and was feeling sad about it. Robert was determined to bounce back on his next presentation. First, he made a list of all of his personal strengths and how he puts them to good use. Then he made notes of some ways his strengths helped him reach his other goals. When he remembered all of his past successes, he felt very confident in himself and felt like he could do a better job on the next project. He was determined not to let one mishap stop him from succeeding next time.

## Sample Module: Review Questions

1. How does identifying our strengths boost our confidence?
  - a) It reassures ourselves of what we can do
  - b) It gives us something to do
  - c) It makes us feel like a big shot
  - d) It reassures us we can do something right
2. What is one way we can help identify our strengths?
  - a) Ask someone else what they think
  - b) Get a test at the doctor
  - c) Make a written list to read out loud
  - d) Conduct a survey
3. What are best practices?
  - a) The best doctor offices
  - b) Processes that work
  - c) The best places to practice sports
  - d) Processes that everyone likes
4. Best practices are defined by what?
  - a) Each individual situation
  - b) The manager
  - c) The employees
  - d) The customers
5. What is a peak experience?
  - a) A feeling of nirvana
  - b) A time of feeling happy and possibility
  - c) A time when you were mountain climbing
  - d) A feeling of absolute peace
6. Peak experiences can help us feel positive because why?
  - a) They are moments from our last vacation
  - b) They remind us of past mistakes
  - c) They are moments when we as though we've achieved something
  - d) They remind us of our last promotions

7. What is success?
- a) Earning a lot of money
  - b) A feeling of being superior to someone else
  - c) A feeling of accomplishment or achievement
  - d) Being promoted
8. Remembering our past successes can help us \_\_\_\_\_ when it comes to current problems.
- a) Over-react
  - b) Reduce stress
  - c) Feel anxious
  - d) Change our minds
9. Why was Robert feeling so depressed?
- a) He was not very successful on his last presentation
  - b) He wanted to quit his job
  - c) He crashed his car before work
  - d) His manager gave him some bad news
10. How did Robert decide he would try to do better on his next presentation?
- a) He would ask someone else to help him
  - b) He remembered he had an employee evaluation coming up
  - c) He would pay his friend to do it for him
  - d) He remembered how successful he had been before



## **Instructor Guide Sample**

On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box. Each Instructor Guide and Training Manual mirrors each other in terms of the content. They differ in that the Instructor Guide is customized towards the trainer, and Training Manual is customized for the participant.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor train that particular lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.

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***Mary Engelbreit***

### **Sample Module: Creating a Positive Core**



If we want others around us to be positive and confident, then we have to create it within ourselves first. This can mean first focusing on yourself and your positive core and then creating a positive core among your employees. Building a strong core in yourself ensures that you can have the confidence you need to complete any job. Having a strong, positive core among employees ensures that coworkers can work together and still maintain their own confidence. A strong core can stick together despite rough problems that may arise.

## Strengths



Identifying our strengths can give us an instant confidence boost because it reminds ourselves of things we can do that are really great. But sometimes when we don't notice our strengths right away, we assume that we don't have any, or worse, downplay the ones we do have. A common exercise to find our strengths includes making a list of everything that we are good at. Review this list several times and remember a time when you had to use each attribute. Keep this list nearby to always remind yourself of them and remain confident.

Tips for finding strengths:

- Analyze how you handle situations
- Determine what your desires are and how you go after them
- Examine the ways you solve problems

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	Discuss your personal strengths
<b>Topic Summary</b>	Strengths  Discuss your personal strengths and how they can contribute to building a more positive core.
<b>Materials Required</b>	Flip chart/dry erase board, markers
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Using Worksheet Thirteen as a reference, ask the class to name some of their personal strengths out loud. Encourage everyone to contribute. Then ask how their strengths can help them build a positive core and attitude. Write their answers on the flip chart or dry erase board.
<b>Stories to Share</b>	Share any relevant personal stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	How can we identify our own strengths?

## Best Practices



Sometime the term ‘best practices’ can seem confusing if we don’t attach them to something. In Appreciative Inquiry, best practices refer to the practices that work best for you and what work best for the company. What practices make you the most confident and positive? What practices make you feel successful when you finish them? What practices improve employee morale and progress? Remember that these practices can be individualized to each person, so what works for one

person may not work for another.

Tips:

- What practices make you feel as though you’ve accomplished something?
- What practices boost your confidence?
- What practices make you feel positive about the end result?

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	Discuss the meaning and purpose of ‘best practices’.
<b>Topic Summary</b>	<p>Best Practices</p> <p>Review the definition of ‘best practices’ and how it can have different meanings for everyone.</p>
<b>Materials Required</b>	Flip chart/dry erase board, markers
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Discuss with the class the meaning of ‘best practices’. Ask them to share their meaning of the phrase and what it would entail. Write their answers on the flip chart or dry erase board.
<b>Stories to Share</b>	Share any relevant personal stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	How can our best practices encourage a positive core?

## Peak Experiences



Peak experiences are commonly defined as moments in which we feel the highest levels of happiness and possibility. They can happen in everyday situations or during extreme events in our lives. They can happen when we accomplish a new goal or finish a long project. The key is to remember how they made us feel and made us feel positive and confident. While they are not necessarily an 'ah-ha' moment in our lives, peak experiences can help us notice key moments in our lives and how we felt when we experienced them. Keeping these memories with you at all times will ensure that you can always receive a lift of positivity when we need it.

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	Reliving peak experiences and feeling their positive effect.
<b>Topic Summary</b>	Peak Experiences  Discuss the meaning of a peak experience and how it can affect our positive core.
<b>Materials Required</b>	25-My Peak Experiences
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Complete the worksheet individually. Share your answers with the rest of the class.
<b>Stories to Share</b>	Share any relevant personal stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	How can peak experience help us become more positive?

## Successes



Sometimes personal modesty can keep us from seeing our own successes, which can keep us from feeling fully confident or self-assured. Our past successes are often viewed as our roots, or the areas that be started from and built upon to progress forward. We often forget to use these successes to remind us what it took to get us to our personal level of achievements. But when we relive these successes, it can remind us that we can overcome almost anything and can feel ultimately better about ourselves. When we feel more confident in ourselves and our success, it can reduce our stress and serves as an anchor for positivity.

Remembering successes:

- Keep a visual reminder, such as a trophy or chart.
- Review these successes in your head constantly
- Talk about successes with friends and learn from each other

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	Reliving past successes and feeling their positive effect.
<b>Topic Summary</b>	Successes  Discuss the meaning of a personal success and how it can affect our positive core.
<b>Materials Required</b>	26-My Successes
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Complete the worksheet individually. Share your answers with the rest of the class.
<b>Stories to Share</b>	Share any relevant personal stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	How can our successes help us become more positive?

## Case Study



Robert was feeling depressed after his last presentation. He felt as though he didn't do as great of a job as he normally does and was feeling sad about it. Robert was determined to bounce back on his next presentation. First, he made a list of all of his personal strengths and how he puts them to good use. Then he made notes of some ways his strengths helped him reach his other goals. When he remembered all of his past successes, he felt very confident in himself and felt like he could do a better job on the next project. He was determined not to let one mishap stop him from succeeding next time.

<b>Estimated Time</b>	15 minutes
<b>Topic Objective</b>	Outline the Creating a Positive Core case study.
<b>Topic Summary</b>	Case Study Discuss how creating a positive core in ourselves can affect how we see things.
<b>Materials Required</b>	None.
<b>Planning Checklist</b>	None.
<b>Recommended Activity</b>	Discuss the results of the case study. How was Robert's attitude affecting his work?
<b>Stories to Share</b>	Share any relevant personal/professional story.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	How did Robert make himself more confident?

## Sample Module: Review Questions

1. How does identifying our strengths boost our confidence?

- a) It reassures ourselves of what we can do
- b) It gives us something to do
- c) It makes us feel like a big shot
- d) It reassures us we can do something right

When we identify our own strengths, we are reminding ourselves of how great we are and all the great things we are good at.

2. What is one way we can help identify our strengths?

- a) Ask someone else what they think
- b) Get a test at the doctor
- c) Make a written list to read out loud
- d) Conduct a survey

One of the most common exercises to identify our strengths is to make a written list, or lists, and read over them over and over again.

3. What are best practices?

- a) The best doctor offices
- b) Processes that work
- c) The best places to practice sports
- d) Processes that everyone likes

Best practices is a blanket term used to define processes that work for a person or company and continues to work for them over time.

4. Best practices are defined by what?

- a) Each individual situation
- b) The manager
- c) The employees
- d) The customers

Best practice can vary from person to person as well as from one situation to another. They are based upon what currently works for them and how effective it makes them.



5. What is a peak experience?

- a) A feeling of nirvana
- b) A time of feeling happy and possibility
- c) A time when you were mountain climbing
- d) A feeling of absolute peace

A peak experience is defined as a time when we had an experience of feeling happy and feeling hopeful with possibilities. They often come after a form of success and help us feel positive and confident.

6. Peak experiences can help us feel positive because why?

- a) They are moments from our last vacation
- b) They remind us of past mistakes
- c) They are moments when we as though we've achieved something
- d) They remind us of our last promotions

Having a peak experience often means we feel as though we have achieved something or made some sort of success. These experiences can make us feel more positive about ourselves and our abilities.

7. What is success?

- a) Earning a lot of money
- b) A feeling of being superior to someone else
- c) A feeling of accomplishment or achievement
- d) Being promoted

One of the many meanings of success is having the feeling of accomplishment or feeling as though you've achieved something.

8. Remembering our past successes can help us \_\_\_\_\_ when it comes to current problems.

- a) Over-react
- b) Reduce stress
- c) Feel anxious
- d) Change our minds

When remember our successes and remember how they made us feel when we are faced with a problem, they can help us reduce stress and feel more relaxed by assuring ourselves that we can finish anything.

9. Why was Robert feeling so depressed?

- a) He was not very successful on his last presentation
- b) He wanted to quit his job
- c) He crashed his car before work
- d) His manager gave him some bad news

Robert was feeling depressed about himself after he thought he had not done so well on his last employee presentation.

10. How did Robert decide he would try to do better on his next presentation?

- a) He would ask someone else to help him
- b) He remembered he had an employee evaluation coming up
- c) He would pay his friend to do it for him
- d) He remembered how successful he had been before

Even though Robert was feeling depressed about his current presentation, he remembered his list of strengths and past successes. This made him more determined to do better next time.

## **Activities**

During the facilitation of a lesson Worksheet or Handout may be utilized to help present the material. If a lesson calls for a Worksheet or Handout it will be listed in the Lesson Plan box under Materials Required. The trainer can then utilize the Activities folder for the corresponding material and then provide it to the participants. They are all on separate Word documents, and are easily edited and customized.

Below you will see the Worksheets or Handouts that are utilized during the training of the above lesson. They are located in the Activities folder and can be easily printed and edited for the participants.

## Sample Worksheet: My Peak Experiences

In the spaces below, write down some of your peak experiences you've had in life. Describe where you were, how you felt, and what happened after it occurred.

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## Sample Worksheet: My Successes

In the spaces below, write down some of your personal successes you've had in life. Describe where you were, how you felt, and what happened after it occurred.

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## **Quick Reference Sheets**

Below is an example of our Quick reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date.

They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.

# Appreciative Inquiry

## Engaging People in Positive Thought

Even one pessimist in the group can hinder everyone else's positive attitude, so it is important to engage every employee in positive thinking. When everyone avoids criticism and implements the '*can do attitude*', it not only creates a pleasant work environment for everyone, but employees begin to feel better about themselves and take pride to finish any job with ease.



- Encourage group discussions
- Invite others to share their ideas and opinions
- Make them focus on the positive side of things and avoid negative phrasings

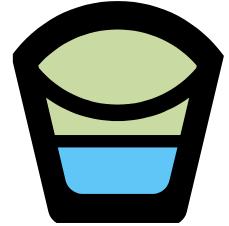
## Framing Positive Questions

When we ask questions to the interviewee, what kind of response are we expecting? If we ask questions that can come across as negative or critical, we can expect that kind of answer. But by using positive language to form more positive questions, we can not only put the other person at ease, but they will feel more confident about their abilities and be able to have a better interview. Use positive experiences to help the person realize their own skills and ambitions, while at the same time determining how they would work with the team and the company.

- "What was the best job you've had?"
- "What do you value most in a job?"
- "What do you like best about yourself?"

## Shifting from "What's Wrong?" to "What's Right?"

One of the first things that can ruin a positive attitude is looking at a situation and only noticing the negative aspects, or the "What's Wrong" side. Since the main focus of appreciative inquiry is being positive and aiming towards goals, a pessimistic attitude won't get anyone very far. When presented with a problem, take a few minutes and look at both sides of the problem. Make a mental list of everything that is positive about the situation before touching on the negative aspects. You'll find that any situation won't appear as bad as we think when we notice the positive first.



Keys to shifting our thoughts:

- Avoid the "all or nothing" thinking – deciding a situation only has two sides.
- Realize the difference between being right and being happy.
- Avoid over-generalizing a situation – focus on details.



## **Certificate of Completion**

Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



# CERTIFICATE OF COMPLETION

**[Name]**

*Has mastered the course*

*Appreciative Inquiry*

Awarded this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Presenter Name and Title

\_\_\_\_\_

## **PowerPoint Sample**

Below you will find the PowerPoint sample. The slides are based on and created from the Training Manual. PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.

## Sample Module: Creating a Positive Core

Building a strong core in yourself ensures that you can have the confidence you need to complete any job. Having a strong, positive core among employees ensures that coworkers can work together and still maintain their own confidence.

*If you don't like something, change it. If you can't change it, change the way you think about it.*

**Mary Engelbreit**



## Strengths

List what you are good at

Analyze how you handle situations

Go after your desires

Examine the ways you solve problems

## Best Practices

What practices make you feel as though you've accomplished something?

---

What practices boost your confidence?

---

What practices make you feel positive about the end result?

---

## Peak Experiences



## Successes

Keep a visual  
reminder, such as  
a trophy or chart.

Review these  
successes in your  
head constantly

Talk about  
successes with  
friends and learn  
from each other

## Case Study

Didn't feel  
great about  
the last  
presentation

Listed  
strengths  
and past  
successes

Determined  
to succeed  
next time

## **Sample Module: Review Questions**

1. How does identifying our strengths boost our confidence?
  - a) It reassures ourselves of what we can do
  - b) It gives us something to do
  - c) It makes us feel like a big shot
  - d) It reassures us we can do something right
  
2. What is one way we can help identify our strengths?
  - a) Ask someone else what they think
  - b) Get a test at the doctor
  - c) Make a written list to read out loud
  - d) Conduct a survey

## **Sample Module: Review Questions**

3. What are best practices?
  - a) The best doctor offices
  - b) Processes that work
  - c) The best places to practice sports
  - d) Processes that everyone likes
  
4. Best practices are defined by what?
  - a) Each individual situation
  - b) The manager
  - c) The employees
  - d) The customers

## **Sample Module: Review Questions**

5. What is a peak experience?

- a) A feeling of nirvana
- b) A time of feeling happy and possibility
- c) A time when you were mountain climbing
- d) A feeling of absolute peace

6. Peak experiences can help us feel positive because why?

- a) They are moments from our last vacation
- b) They remind us of past mistakes
- c) They are moments when we as though we've achieved something
- d) They remind us of our last promotions

## **Sample Module: Review Questions**

7. What is success?

- a) Earning a lot of money
- b) A feeling of being superior to someone else
- c) A feeling of accomplishment or achievement
- d) Being promoted

8. Remembering our past successes can help us \_\_\_\_\_ when it comes to current problems.

- a) Over-react
- b) Reduce stress
- c) Feel anxious
- d) Change our minds

## **Sample Module: Review Questions**

9. Why was Robert feeling so depressed?

- a) He was not very successful on his last presentation
- b) He wanted to quit his job
- c) He crashed his car before work
- d) His manager gave him some bad news

10. How did Robert decide he would try to do better on his next presentation?

- a) He would ask someone else to help him
- b) He remembered he had an employee evaluation coming up
- c) He would pay his friend to do it for him
- d) He remembered how successful he had been before



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